

Senior Services Division



2022 Annual Report

Healthy Choices. Healthy People. Healthy Communities.

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Division Overview

The Senior Services Division plans and implements programs, services, and policies supporting the needs of the county's aging population. These objectives are achieved through many services including, but not limited to:

1. In-home services programs support the independence of older adults as their care needs change, preventing premature long-term facility placement. These support services include: assistance with activities of daily living like bathing, small meal preparation, light housekeeping, home adaptations, and respite for caregivers. Additionally, home delivered meals are provided to vulnerable older adults who are homebound and in need of nutritional support. Medical transportation is provided to critical non-emergency medical appointments for those unable to drive within the County.
2. Our three senior activity centers offer highly beneficial opportunities for social interaction, congregate dining with a meal specific to older adult nutritional needs, educational, and evidence-based classes for staying active and healthy. The centers are conveniently located throughout Davis County in Clearfield (North Davis), Kaysville (Central Davis), and Bountiful (South Davis).
3. Community outreach and engagement efforts include our Retired and Senior Volunteer Program (RSVP) that provides hundreds of volunteers with the opportunity to make a positive impact within their community by volunteering at locations like animal shelters, food pantries and state parks. We answer calls, connect seniors to resources, provide Medicare Counseling, and protect the rights of residents in long-term care facilities through our Ombudsman Program.

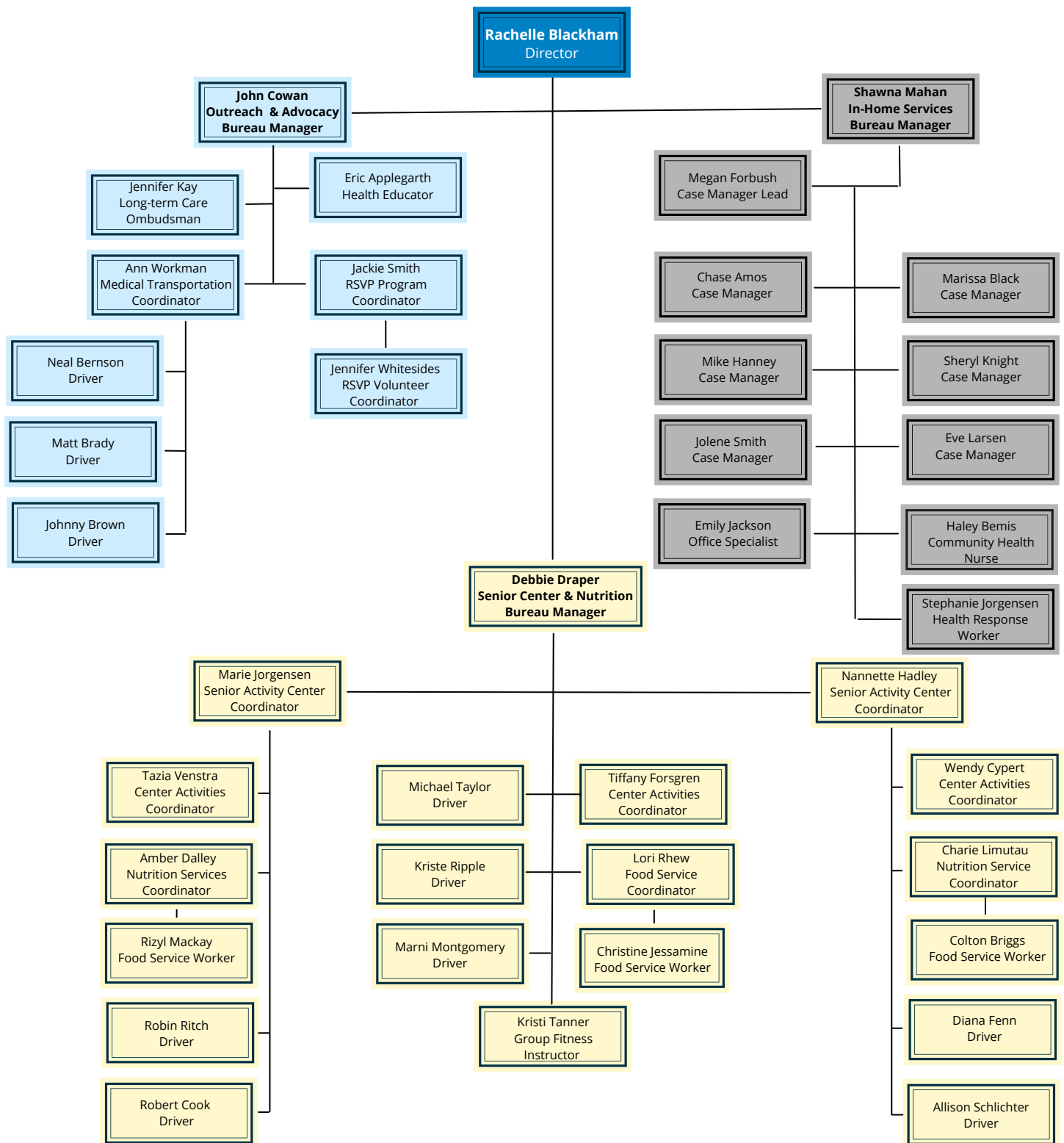


Promote and protect the health and well-being of the
Davis County Community.



Davis County Health Department Mission Statement

Organization Chart



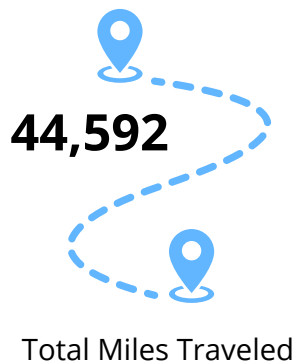
Division Highlights

Medical Transportation

The Davis County Senior Services provides curb-to-curb non-emergency medical transportation throughout Davis County for individuals age 60+. In 2022, we re-branded our medical transportation service as Rides4Health which included a new logo shown below. Rides4Health transported 214 clients and provided over 4,634 one-way trips to help connect our aging population to healthcare needs.



New Rides4Health
Logo



Total Miles Traveled

State Health Insurance Assistance Program (SHIP) 2022 Impact			
Outreach and educational events	Individuals reached through outreaches	Individual contacts	Saving to Medicare beneficiaries
100	2,204	1,799	\$54,762

Medicare Improvement for Patients and Providers Act (MIPPA) program helps Medicare beneficiaries with limited income and assets learn about and apply for programs that may help with the costs of Medicare. These programs are known as Medicare Part D Low Income Subsidy (LIS) and Medicare Savings Programs (MSP). The impact made by Division staff is shown in the table below.

Medicare Improvement for Patients and Providers Act MIPPA 2022 Impact		
Outreach and educational events	Individuals reached through outreaches	Applications submitted
1,693	2,028	19

Medicare

The State Health Insurance Assistance Program (SHIP) is a program that helps provide local, unbiased Medicare counseling and assistance. This program provides one-on-one counseling as well as outreach and educational events to help individuals navigate, understand, and compare their Medicare options. The impact made by Division staff is shown in the following table.

Senior Medicare Patrol (SMP) is a program that helps empower and assist Medicare beneficiaries to prevent, detect and report Medicare fraud, errors and abuse. The total number of outreach events and individuals that received information is shown in the table below.

Senior Medicare Patrol (SMP) 2022 Impact		
Outreach and educational events	Individuals reached through outreaches	Individual contacts
100	2,204	1,703

Reopening of Senior Activity Centers

After slowly reopening the senior activity centers in 2021, it was apparent that current and potential patrons were looking for more activities and interactions. Seeing this need, the senior activity centers began to offer group bus trips again in late 2022.

Trips included:

- lunches at local restaurants,
- canyon drives to see the fall leaves,
- holiday lights tours,
- and shows at Kingsbury Hall.

The three centers also hosted combined center events that encouraged patrons from each center to interact and socialize with other center patrons. Events included a:

- summer barbeque,
- Halloween party,
- New Year's Eve Celebration,
- and two Senior Health Resource Fairs.

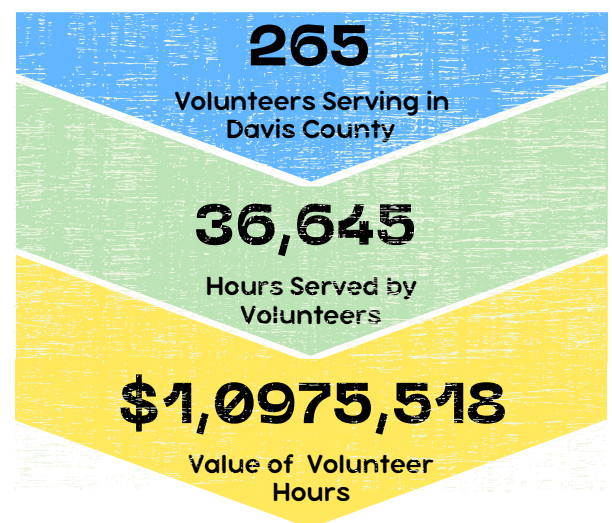
Retired Senior Volunteer Program (RSVP)

The Davis County Senior Services Division is an AmeriCorps Senior grantee and receives funding for RSVP program. RSVP finds meaningful volunteer opportunities for individuals 55 years of age and older.

Davis County RSVP has 265 volunteers serving within the County at one of our organization sites listed in the following table. The program provides community engagement opportunities for older adults and has a huge impact on our community.

Organization Volunteer Sites	
Antelope Island State Park	Eccles Wildlife Education Center
Layton Heritage Museum	Syracuse Regional Museum
Lakeview Hospital	Safe Harbor
Bountiful Davis Art Center	Bountiful History Museum
Davis County Animal Care & Control	Rocky Mountain Home Care & Hospice
Bountiful Community and Open Doors Food Pantries	Davis County Elementary Schools
Davis County Senior Activity Centers	The Davis Art council
Syracuse Regional Museum	Inspiration Home Health and Hospice
Heritage Museum of Layton	The Alzheimer's Association
Elevation Hospice of Utah	Davis County Libraries

Total Impact of RSVP



Partnerships and Collaboration

Utah Transit Authority

The Davis County Senior Services Division participates in Utah Transit Authority's (UTA) Local Coordinating Council, a work group dedicated to improving access to transportation and mobility solutions for older adults and people with disabilities.

Collaboration with UTA, Roads to Independence and Weber Human Services yielded the Volunteer Driver Voucher Program which provides reimbursement for volunteer drivers providing transportation to older adults.

Additionally, in 2022 UTA On Demand expanded service to the south end of Davis County. On Demand is an innovative form of transportation similar to other ridesharing services like UBER/LYFT, that connects riders with other transit services like TRAX, FrontRunner, or Bus as well as to other destinations in the community, for a flat rate of \$2.50.



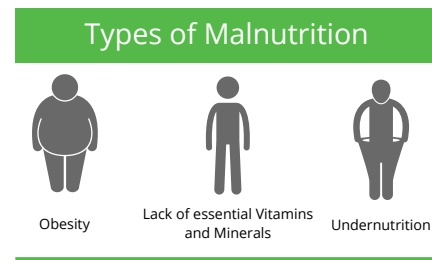
On-Demand Services

Transportation provided from your neighborhood (home) to community locations. Coverage area includes North Salt Lake to Kaysville

University of Utah

The University of Utah Department of Family and Preventive Medicine was awarded an American Community Living Discretionary grant to research malnutrition in older adults in Utah. The Davis County Senior Services Division partnered with them to provide information on clients receiving Home Delivered Meals who were at risk for malnutrition and rehospitalization.

Through these efforts, clients receive services for six months from a registered dietitian. With an additional grant received in 2022, the University has continued the study of malnutrition in our senior activity centers group dining settings.



Malnutrition is a leading cause of death amongst older adults within Davis County. Social determinants of health including physical environment, medical care, health behavior, and socio-economic status all effect nutritional deficiency or malnutrition.

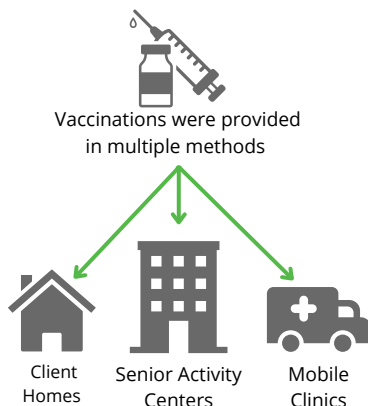
Coalition for Abuse Prevention of Elderly

The Coalition for Abuse Prevention of the Elderly (CAPE) is comprised of agencies representing aging, adult protective, law enforcement, legal, mental health, domestic violence, and victims advocate services. Their mission is to shield older adults from abuse, neglect, exploitation and fraud through prevention, awareness, education and justice. CAPE met ten (10) times in 2022 and worked together to review and resource 20 cases.

Utah State University

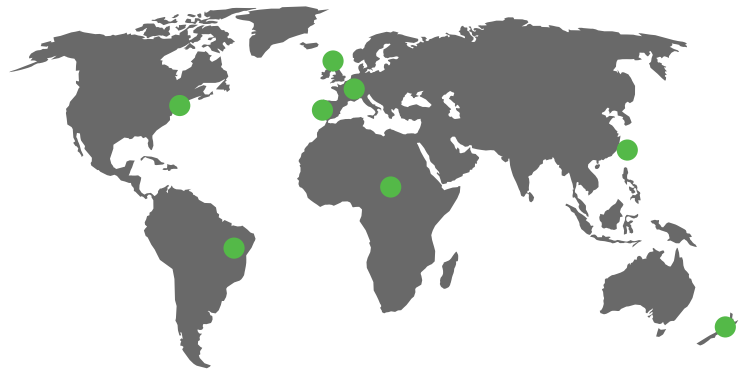
Vaccination Efforts in Older Adults

The Davis County Senior Services Division partnered with the Family Health Division to promoted COVID, Influenza (Flu), and Pneumonia vaccinations to the older adult community. To improve accessibility 32 in-home vaccinations clinics were provided to older adults who were homebound or medically vulnerable. Additionally, 11 total vaccination clinics was held at the three senior activity centers in which transportation was provided if needed. A total of 300 older adults received vaccinations at these clinics.



Beeyonder

In partnership with Utah State University Institute for Disability Research, Policy and Practice, the Davis County Senior Services Division was able to purchased virtual reality world tours that any older adult is able to access and view within one of the senior activity centers or from their home. This provided older adults within the County the opportunity to "travel" when health risks were still present. The Catacombs of France; Plymouth, Massachusetts, Ireland, Brazil and Cherry Blossoms in Japan were some of the locations visited.



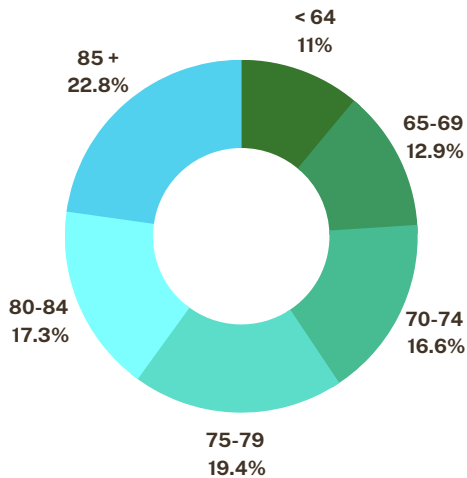
The green dots indicate the locations our senior activity centers virtually visited in 2022

Dealing with Dementia

Dealing with Dementia is a four-hour workshop created by the Rosalyn Carter Institute REACH program. The workshop explains in detail what is included in the Dealing With Dementia Guide. As of November 2022, three workshops have been taught to family caregivers and one to professionals working with older adults. 38 individuals received this training to better care for a loved one, a patient, and themselves.

Impact at a Glance

Age of Clients Served at the Senior Activity Centers



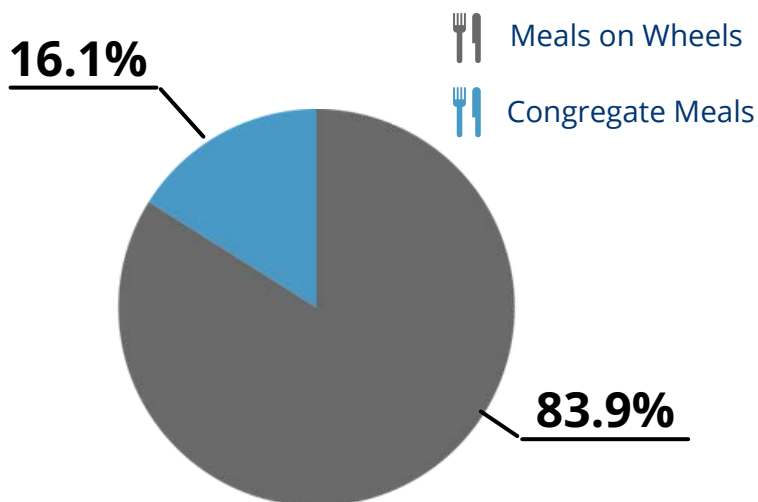
3,370

Total Clients Served
at the Senior Activity Centers



Nutrition Program

Total Meals Served: **116,567**



Healthy Aging Evidence-Based Classes

Arthritis Foundation Exercise Program

A community-based recreational program specifically designed to teach adults with arthritis how to exercise safely.

22

PARTICIPANTS

2

Classes

34

PARTICIPANTS

5

Classes

Chronic Conditions Self Management Program

The program empowers participants to take an active role in managing their health by giving them the key skills needed to manage any chronic health condition.

EnhanceFitness

A group exercise and fall prevention program that helps older adults at all levels of fitness become more active, energized and empowered.

100

PARTICIPANTS

3

Classes

47

PARTICIPANTS

7

Classes

Tai Chi for Arthritis and Fall Prevention

Tai Chi is an enjoyable exercise that can relieve your pain, improve your health, and increase your ability to complete activities.

Walk with Ease

Community based group walking program designed to help individuals start and maintain a safe walking routine.

3

PARTICIPANTS

1

Class

Senior Holiday Gift Drive

23

Gift Givers

79

Senior recipients

Approximately **\$4,050**
spent on purchasing
gifts for older adults

Caregiver Classes

Attendees

37

Dealing with Dementia

4

12

Caregiver Academy

2

33

Dementia Dialogues

3

33

Alzheimer's Support
Group

12

Number of Classes

Caregivers Served with Respite Services

Respite services provides short-term relief for primary caregivers. It can be arranged for just an afternoon or for several days. Services can be provided within a home, a healthcare facility, or at an adult day center.

58

Caregiver Information and Assistance Provided

Information and assistance is provided through telephone calls, emails, referrals and website visits.

3,362

Caregiver Information Services

Information Services is provided through outreach events, exhibits or booths, single session workshops, newsletters mailed, and social media posts

24,355



Inquiries
Received

25,069

IN-HOME SERVICES

Provides support and services for older adults as they age within their home

Veterans Directed
Care Program

28

Individuals
Served

Alternatives
Program

129

Individuals
Served

Medicaid Aging
Waiver Program

42

Individuals
Served

New Choices
Medicaid Waiver

10

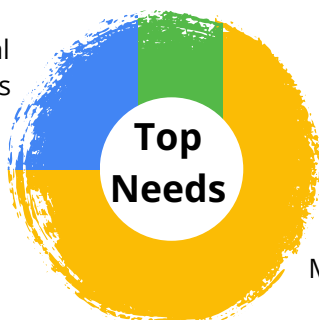
Individuals
Served

\$440 average monthly
cost per client

VS

\$5,280 average monthly
cost for a Long Term
Care Facility

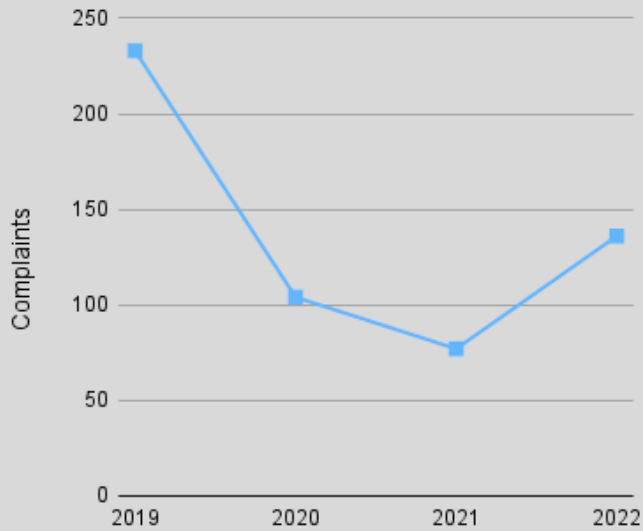
Transportation

General
ServicesMeals on
Wheels

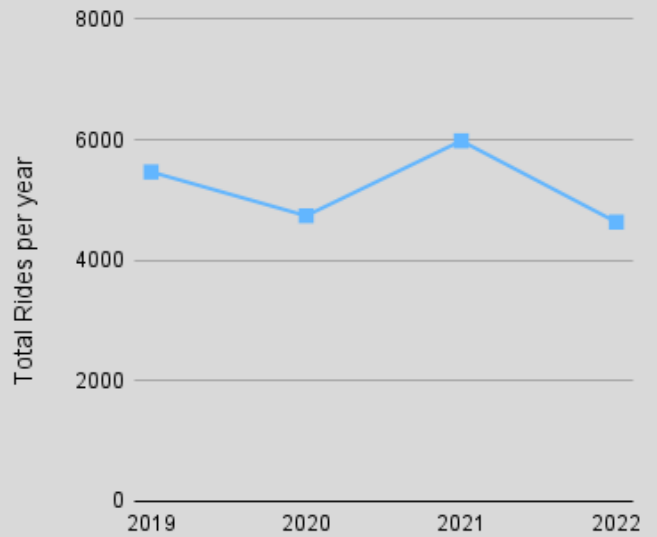
Program Trends

Outreach and Advocacy

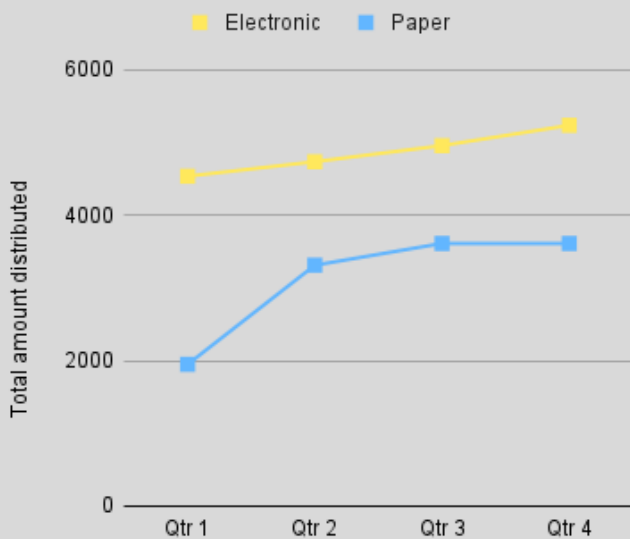
Ombudsman Complaints



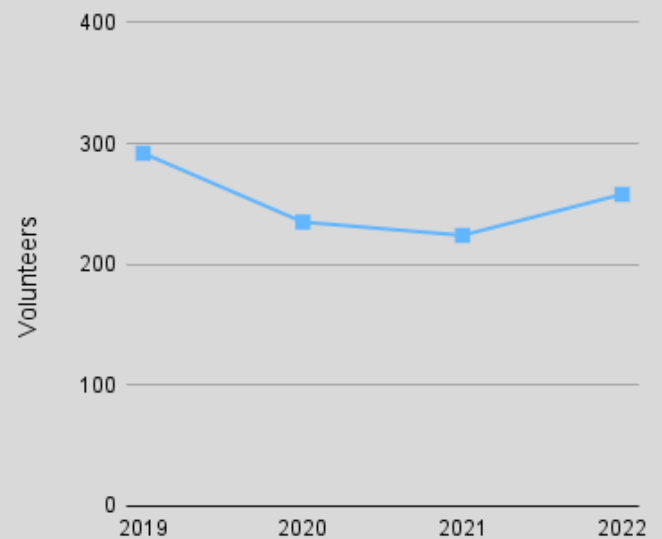
Medical Transportation



Electronic Vs Paper Newsletters

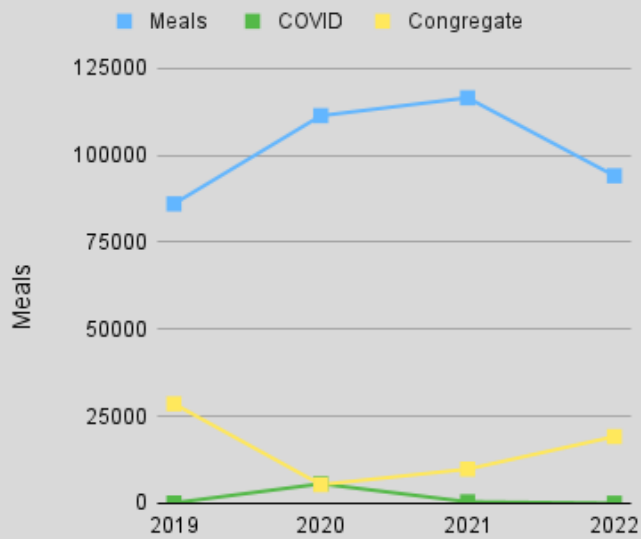


RSVP Volunteers

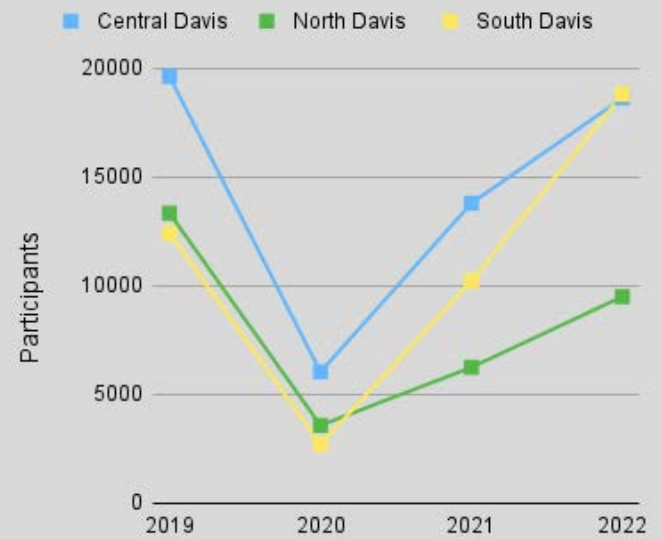


Senior Activity Centers and Nutrition

Home Delivered vs Congregate

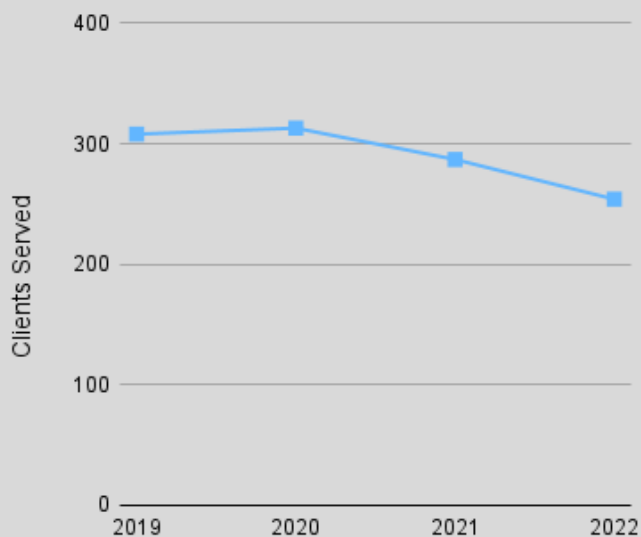


Senior Activity Center

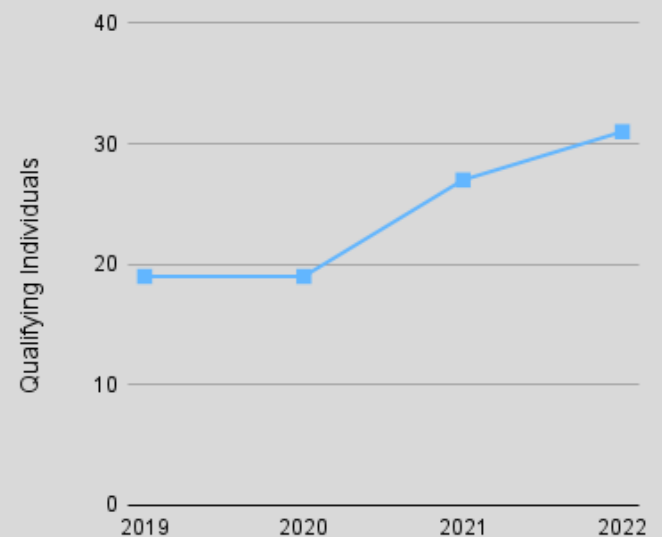


In-Home Services

In-Home Programs



Program Applicant Wait List



Recognitions

FROM ALL OF US TO ALL OF YOU

Thank you!

Adams, Carol
 Albiston, Norm
 Allen-Metz, Celeste
 Allen, Barbara
 Allred, Michael
 Anderson, Don
 Anderson, Gale
 Anderson, Scott
 Ashdown, Beth
 Ballou, Patty
 Barber, Angela
 Barker, Sonja
 Bean, Jim
 Beard, Michael
 Bennett, M.
 Bentley, Julia
 Bertram, Linda
 Besse, Brett
 Betts, Carol
 Black, Melanie
 Bodily, Patricia
 Bodily, Richard
 Bodily, Victoria
 Bradshaw, Michelle
 Bradshaw, Ronald
 Brand, Christine
 Bringham, Kathy
 Broadbent, Kent
 Broadbent, Meg
 Brown, Deborah H.
 Brown, Mary
 Brown, Ruth
 Burbank, Penelope
 Butcher, Kathy
 Butler, Keith

Buxton, Mindy
 Bybee, Carma
 Call, Ruth
 Call, W. Rex
 Campbell, Larella
 Campbell, Susan
 Carroll, Jacquelyn
 Carter-Nielsen, Stephanie
 Carter, Bonnie
 Catoe, Jerry
 Challis, Jacki
 Chase, Rita
 Chase, Stella
 Chase, Wendy
 Checketts, Denece
 Chester, Katherine Joy
 Clarke, Amy
 Clemenger, Beth
 Coe, Janis
 Cole, Lori
 Connelly, Claudette
 Cook, Marsha
 Cooper, Katheleen
 Cowder, Carolyn
 Crispo, Anita
 Curtis, Laurie
 Cutler, Diane
 Daems, Richard
 Daniels, Janus
 Davis, John
 DeJong, Ana
 DeMille, Helen
 Devenport, Shauna
 Donato, Cynthia
 Draper, Michael

Drouin, Joelle
 DuFour, Georgina
 Earl, Mary
 Earl, Stanley
 Elliott, Larry
 Elliott, Lynette
 Espinoza, Becky
 Evans, Brian
 Evans, Thomas
 Ewing, Shirley
 Farr, Kerry
 Ferguson, Brian
 Fifield, Nathanael
 Fillmore, Max
 Filmore, Sharla
 Finnigan, Cristina
 Forsgren, Ryan
 Freeman, Ronald
 Furse, Lorraine
 Gardner, Dennis
 Garner, Edwin
 Garner, Venice
 George, Cindy
 George, Dale
 George, Matthew
 George, Max
 Goodson, Brenda
 Gridley, Cathi
 Grimaldi, Laura
 Gubler, Kahl
 Hall, Steven
 Hall, Winnon
 Hamilton, Rodney
 Hanken, James
 Hartley, Richard
 Hartman, William
 Haugen, Norman
 Haugen, Siguard
 Hazelrigg, Arthur
 Hewitt, Jeffery
 Hewitt, Paulette
 Hewlett, Neal
 Hill, Dean

Hill, Stick
 Hirst, Holly
 Holmes, Chad
 Hooper, Gary
 Howard, Darlene
 Howe, Darlene
 Hubbard, Ronald
 Hubbard, Sandra
 Huffaker, Lauralyn
 Hughes, Elaine
 Hughes, Roger
 Hunsaker, Spencer
 Hunt, Barry
 Hunt, Bruce
 Hunt, Hyde
 Hunt, LeAnn
 Husak, Jacklyn
 Inman, Sandra
 Jackson, Douglas
 Jamison, Steve
 Jensen, Barbara
 Johnson, David
 Johnson, Donna
 Johnson, Dorothy
 Johnson, Earl
 Johnson, Grant
 Johnson, Rachael
 Johnson, Scott
 Jordison, Gail
 Judkins, Karen
 Kapp, Rebecca
 Kearns, Joyce
 Kearns, Raymond
 Kettle, Maurice
 Kiehl, Marsha
 King, Maurine
 Kingsbury, Ronnie
 Knight, June
 Koci, Lorna
 Lange, Diane
 Lange, Helen
 Langevin, Sharon
 Lapine, Robert E.

Larrabee, Mary
 Larsen, Alene
 Larson, Kathleen S.
 Leary, Glen
 Leonhardt, Donald
 Lewis, Carol
 Lopez, Carmen
 Lorenzana, Ana Carolina
 Lowrie, Christine
 Major, Susan
 Manfull, Barbara
 Marino, Patricia
 Martin, Jama
 Martinez, Laurell
 Martinez, Leonor
 Martinez, Manuel
 McClurg, Larry
 McIntyre, Joel
 Mead, Brooke
 Menacker, Ira
 Mickley, William
 Miller, Mark
 Miller, Shelley
 Millward, Larry
 Moellmer, John
 Mohlman, Deborah
 Monson, Craig
 Monson, Sandra
 Moss, Neil
 Mott, Dan
 Mott, Susan
 Murphy, Jannard
 Nalder, Lane
 Nelson, Jeanne
 Nelson, Jim
 Nelson, Paul E.
 Newman, Marva
 Newman, Patrice
 Nicol, Marjorie
 Nielsen, Lori
 Norton, Diana
 Norton, Keith
 Nussbaum, Larry
 Nussbaum, Sherry
 Ocana, Andrew
 Olsen, Marilyn
 Oscarson, Gary
 Ouellette, Carol
 Pace, Beverly
 Pace, William

Parker, Michelle
 Parrish, Carolyn
 Partridge, Ronald
 Payne, Donna
 Payne, Rosalie
 Perry, Mark
 Petersen, Joanne
 Peterson, Carol
 Platt, Rick
 Poffenberger, Beverly
 Porter, Lynn
 Pressett, Gene
 Pugmire, Kim
 Quantz, Debra
 Randolph, Darlene
 Randolph, Joseph
 Read, Margaret
 Reid, Peggy
 Reynard, Earl
 Reynard, Linda
 Roberts, David
 Roberts, Wendy
 Roden, Michael
 Romero, Linda
 Rouska, Lois
 Russell, Allan
 Sabodski, Suezanne
 Schaffer, Emma
 Scott, John
 Seeley, Fran
 Settles, Shelley
 Sheen, Peggy
 Shutt, Esther
 Simmons, June
 Simpson, D.J.
 Simpson, Delmen
 Simpson, Greta
 Slater, Tamera
 Smedley, Ross
 Smith, Franklin
 Smith, Shirley
 Smoot, Abraham
 Smoot, Elizabeth
 Snow, Jean
 Snow, Kathleen
 Sprague, Sharon
 Starkey, Paul
 Stewart, Elizabeth
 Stewart, Patsy
 Stock, Brant

Stokes, Vicki
 Strange, Jean
 Streeter, Christine
 Streeter, Stephen
 Sturdevant, Sheri
 Taggart, Lyn
 Thomas, Meggan
 Thompson, Jean
 Thorne, Kathie
 Thorne, Lanni
 Thorne, Larry
 Thorne, LeeAnn
 Thorne, Timothy
 Thorne, Wayne
 Thurgood, Colleen
 Tolman, Tom
 Tran, Tina
 Turner, Steve
 Udy, Calvin
 Unopulos, Stephen
 Valentine, Dallas
 Van Dyke, Dorothy

Van Dyke, Lynn
 Vandermolten, Sally
 VanNoy, Kelly
 Vastardis, Karen
 Villanueva, Alex
 Wainwright, Camille
 Walkowski, Cary
 Wallenberg-McEwen, Karen
 Walters, Mary
 Whale, Ron
 Whatcott, LaVon
 Wheadon, Sydney
 Wignall, Sharolyn
 Williams, Bonnie
 Williams, Martina
 Williams, Janet
 Williamson, Linda
 Wilson, Barbara
 Womack, Patsy
 Wood, Eileen
 Wood, Jodie
 Yorgason, Keith

New Staff

Rachelle Blackham - Director

Jennifer Kay - Ombudsman

Colton Briggs - Senior Center Support Staff

Marni Montgomery - Senior Center Support Staff

Michael Taylor - Senior Center Support Staff

Christine Jessamine - Senior Center Support Staff

Kristie Riddle - Senior Center Support Staff

Retirements

Kristy Cottrell - Director

Viki Bowman - Senior Activity Center Coordinator

Career Service Milestones

Shawna Mahan - 25 years

Marie Jorgensen - 15 years

Debbie Draper- 15 years

Wendy Cypert- 15 years

Emily Jackson - 15 years

Lorie Rhew- 10 years

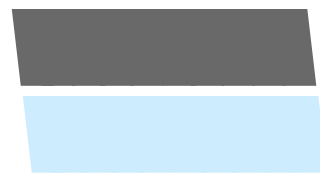
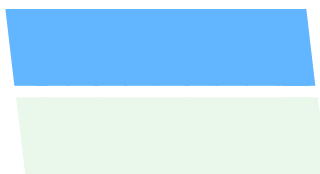
By the Numbers

Nutrition	TOTAL
Home Delivered Meals Served	100,635
Home Delivered Nutrition Clients	837
Congregate Nutrition Served	19,519
Congregate Nutrition Clients	998
Senior Activity Centers	TOTAL
Total Senior Center Participants	2,514
Total Participation (units)	48,781
Senior Activity Center Clients	1,101
Group Socialization (units)	23,935
Non-Medical Transportation-One Way Trips	12,780
Health Promotion	TOTAL
Evidence Based Total Participants	404
EnhanceFitness	120
Tai Chi for Arthritis	40
Arthritis Foundation Exercise Program	18
Tai Ji Quan	96
Living Well with Chronic Conditions	31
Walk with Ease	3
Bingocize	96
Non-Evidence Based Total Participants	383
Non-Evidence Based Participation (units)	7,461
Medical Transportation	TOTAL
Total One-Way Trips	4,634
Total Clients Transported	214
Trips Not Provided (unable to serve)	269
Cancellations	115
Vouchers	64
Distributed	37
Redeemed	27

SHIP Performance Measures	TOTAL
Total Contacts	6,258
Clients Served	1,750
Under 65	90
Clients Enrolled	1,520
Outreach Contacts Made	2,170
Contacts of Unserved Populations	728
SMP Performance Measures	TOTAL
Total Counselors	7
Total Counselors Hours	892
Group Outreach & Educational Events	100
MIPPA Performance Measures	TOTAL
Total Contacts	1,692
Contacts Under 65	86
Native American Contacts	20
English as Second Language Contacts	158
Contacts with Applications Submitted	37
Outreach Contacts Made	2,028
Ombudsman	TOTAL
Total Cases	158
Open Cases	105
Closed Cases	53
Total Consultations	1,094
Individuals (Client) Consultations	595
Facility Staff Consultations	499
Total Facility Visits	259
Routine Visits	154
Non-Routine Visits	105
Discharge Interviews	6
Training given to Facility Staff	2
Community Education Events	4
Total Volunteer Hours	1,203

Retired Senior Volunteer Program	TOTAL
Total Volunteers	265
Total Volunteer Hours	36,645
Total Volunteer (Host) Sites	19
In-Home Services	TOTAL
The Alternatives Program	
Total Clients Served	130
New Clients	31
Average Client Cost per Month	\$350.00
Average Time on Program	1,746 days
Veterans Directed Program	
Total Clients Served	29
New Clients	8
Medicaid Aging Waiver Program	
Total Clients Served	42
Average Client Cost per Year	\$6,995
Caregiver Support Program	
Total Clients Served	60
New Clients	34
Average Cost Spent per Caregiver	\$1,500
Average Time on Program	9 - 12 months
Support Services	TOTAL
Total Information & Referrals	15,562
Total Outreach Units	1,492
People Served	891
Case Management	9
Total Service Provider Contracted	189

Community Outreach	TOTAL
Total Community Outreach Events	6
Total Social Media Posts	97
Total Newsletters Distributed	30,093
Center Distribution	7,850
Public Distribution	955
Physical Mail	3,539
E-mail	17,749
MailChimp Total Campaigns	21
MailChimp Total Recipients	34,242
Successful Deliveries	33,775
Average Open Rate	40.67%
Average Clicks per Unique Open	18.28%



There are only four kinds of people in the world - those who have been caregivers, those who are caregivers, those who will be caregivers, and those who will need caregivers.



- Rosalyn Carter May 5, 2011